READ THIS GUIDE BEFORE USING YOUR SERVICE

Roadpost Satellite Service

Iridium

User Guide

REV 05/07

Customer Care

A free call from your Roadpost satellite phone:
+1.905.272.5665

A free call from North America:
+1.888.622.7368

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Iridium Satellite Service

Iridium satellite service lets you maintain contact while traveling anywhere that cellular or landline service is not available.

From the middle of the ocean, to the desert, to the Earth's poles, Iridium satellite service keeps you connected. **With one single phone number callers can reach you anywhere, anytime.**

Roadpost also offers BGAN - simultaneous voice and broadband service for remote regions. For more information on staying connected by BGAN, contact Roadpost customer care, or visit www.roadpost.com.

Help Available by Phone and Web

Answers to common questions are provided in the Troubleshooting section at the back of this guide. Additional support is available online, and through our call center.

Please visit **www.roadpost.com/support**, or contact Roadpost customer care at **1.888.622.7368** toll-free from within North America, or at **+1.905.272.5665** a free call from your Roadpost phone.

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Getting Started

Charging Your Phone

Before you are able to use your phone, ensure that the phone's batteries are charged. Be sure to do this before leaving for your destination. Should the batteries require charging, connect your charging cable to your phone, and insert the plug into a suitable power source.

Your SIM Card

Your SIM card (Subscriber Identity Module) is the key to your Iridium service. This small chip contains all the information you store on your phone. Your phone comes ready-to-use, with your SIM card in place.

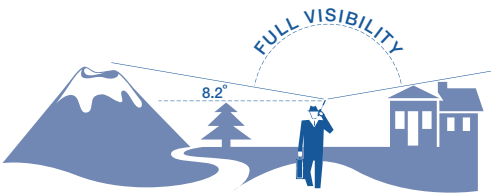
Emergency Services

Check with your travel agent or local representative for the emergency information in the country you are traveling to.

Maximizing Performance

Having a completely open view of the sky plays a very important role in ensuring call quality when using an Iridium satellite phone. Nearby obstructions such as tall buildings, trees, or mountains can prevent calls as they block the signal between the phone's antenna and the satellites that facilitate service.

Use the diagram below as a guideline to follow, ensuring that surrounding obstructions are low to the ground, or in the far distance. Natural environments such as clouds, fog, rain, snow, wind and smoke will not negatively impact reception and call quality.



Note: *When using a satellite phone on a ship, the ship's own communications equipment may cause poor call quality or low signal strength. To place and receive calls, be sure to use your phone on the ship's top level. Stand at least 50 feet away from all the ship's antennas.*

Using Your Iridium Satellite Service

Using Your Iridium Service

Powering on Your Phone

Press and hold ⏻ to turn the phone on and off.

When you turn your phone's power on, it performs a self test to let you know it's operational. When the Ø indicator disappears and the 🏛 icon appears, you are ready to start calling.

Holding the Phone

1. Rotate and extend the antenna (the antenna will click into place).
2. When talking on the phone, the antenna should be pointing to the sky.
3. Make sure that your surroundings are free of obstructions.

Making Calls

1. Press and hold **<0>** key until the **"+"** symbol appears on the display.
2. Dial **the number** including **the country code.**
3. Press **<OK>**.

Example: *To call 905 272 5665, a number in North America, dial +1 905 272 5665 <OK>.*

Answering Calls

To answer a call, press **<OK>**.

Dialing Instructions for Callers to Your Satellite Phone

To reach you, callers dial their international access code, followed by your satellite phone number.

***Example**: If your Iridium number is 8816 310 12345, callers from North America dial 011 8816 310 12345, callers from Europe dial 00 8816 310 12345.*

Dialing Instructions for Callers Using Two-Stage Dialing

Two-stage dialing allows your contacts to reach you through an Arizona-based number, if they are unable to dial directly to a satellite phone network. Calls through two-stage dialing are not included in free incoming calls, and will be charged to you at a per minute rate according to your rate plan. Your callers will be charged for a regular long distance call to Arizona.

If you would like your contacts to use this method to reach you please provide them with the following instructions:

1. Dial **480-768-2500**, a North American (Arizona) number.
2. When prompted, enter your **12-digit Iridium number**.

***Example:** If your Iridium number is 8816 310 12345, callers dial 480 768 2500, and when prompted, enter your 12-digit Iridium number 8816 310 12345.*

Voicemail

❑ General Voicemail Information

- The default **PIN code is the last 7 digits** of your phone number.
- When someone leaves you a voice message, the voicemail system automatically sends a text message to notify you. Your phone will display an envelope symbol ✉, indicating a new text message has been received. Please note that the text message envelope symbol will be displayed until all text messages have been saved or deleted.
- Please ensure that you record your PIN code somewhere safe.

❑ To retrieve messages

1. Press **<✉>**.
2. Scroll to **"Call Voicemail"**, press **<OK>**.
3. There may be a short delay. Please wait for the main message.
4. When you hear the main message, enter your **phone number**.
5. Press **<∗>** to access the message center.
6. Enter your **PIN code**.
7. Follow the system prompts.

❑ Voicemail system prompts

While in the main menu the following prompts are available:

'2' Record Message
'3' Change Greeting
'4' Access Personal Options
'9' Make a Call

While reviewing your messages the following prompts are available:

'1' Play Message
'2' Record Message
'7' Delete Message
'9' Save Message

'*' Return to Main Menu

'#' Keep message as "New" and go to next message

Call Waiting

Call waiting alerts you when another caller is attempting to contact you when you are already on a call.

To enable or disable call waiting

1. Press **<Menu>** until you see **"Call Related Features"**, then Press **<OK>**.
2. Press **<Menu>** to until you see **"Call Waiting"**, then press **<OK>**.
3. Press **<Menu>** to scroll to **"On"** or **"Off"**, press **<OK>** to select.
4. Press and hold **<Clear>** to exit the menu.

Call Forwarding

Use the instructions below to forward incoming calls to voicemail, another satellite or fixed-line phone. Your phone will not ring, and all calls will be diverted to this alternate number.

To activate call forwarding

1. Press **<Menu>** until you see **"Call Related Features"**, press **<OK>**.
2. Press **<Menu>** until you see **"Call Forwarding"**, press **<OK>**.
3. Press **<Menu>** until you see **"All Calls"**, press **<OK>**.
4. Press **<Menu>** and select one of the following options:

To forward calls to voicemail

1. Scroll to **"Voicemail"**, press **<OK>**.
2. Press and hold **<Clear>** to exit the menu.

To forward calls to another number

1. Scroll to **"Other Number"**.
2. You will see **"Enter Number"**. Enter the number you are forwarding to. (Be sure to include both the **'+'** sign and **country code**).
3. After a short pause, you will see **"Call Forward On"**.
4. Press and hold **<Clear>** to exit the menu.

To cancel call forwarding

1. Press **<Menu>** until you see **"Call Related Features"**, press **<OK>**.
2. Press **<Menu>** until you see **"Call Forwarding"**, press **<OK>**.
3. Press **<Menu>** and scroll to **"Off"**, and press **<OK>**.
4. Press and hold **<Clear>** to exit the menu.

Call Display

Call display is automatically enabled, allowing you to view an incoming caller's number on your satellite phone.

Note: *Call display may not work when a caller has withheld their number, when the caller is using a different or international network, or when the call is placed through a company switchboard.*

Text Messaging

Send and receive text messages on your satellite phone.

❑ General Text Messaging Information

- Messages are restricted to a maximum of 160 characters.
- To receive a text message your satellite phone must be switched on and must be in service.
- When your phone is off, your message will be held in the message center until your phone is switched on and in service. An envelope or similar icon will appear in the display when a text message is received.

❑ Receive Text Messages

1. When you receive a new message, you will see **"Message Read Now?"**
2. Press **<OK>** and continue with step 3 or press **<Clear>** to read the message later.
3. Press **<Menu>** or the arrow keys to move forward through a message one screen at a time.
4. Press **<OK>** to access options for that entry.

❑ Send Text Messages to Another Iridium or Cellular Phone

1. Press **<✉>**.
2. Scroll to **"Message Editor"**, press **<OK>**.
3. Compose a message, press **<OK>**.
4. **"Send Message"** appears, press **<OK>**.
5. Enter destination number, preceded by **'+'**, then **<OK>**.

Example: *If the Iridium number you are sending your text message to is (8816) 555 55555, you will dial +8816 555 55555 <OK>. If the cellular number you are sending your text message to is (212) 555 1212, you will dial +1 212 555 1212 <OK>.*

❑ Send Text Messages to an Email Address

1. Press **<✉>**.
2. Scroll to **"Message Editor"**, press **<OK>**.
3. Compose your message beginning with the email address of the person you are sending it to. Be sure to leave a space between the email address and the start of your message. (To create the **'@'** character, press the **<1>** key **seven times**.)

Example: *johnsmith@mail.com<space>Having a great trip!*

4. Press **<OK>**. **"Send Message"** appears. Press **<OK>**.
5. Enter destination number as **'+∗2'** and press **<OK>**.

❑ Reply To Sender of a Text Message

1. When viewing a text message, **"View Options"** appears.
2. Press **<OK>** and scroll to **"Reply to Sender"**, press **<OK>**.
3. Compose your message. Press **<OK>**. (If responding to an email message, leave a space between the email address and beginning of your message).
4. **"Send Message"** appears, press **<OK>**.

Troubleshooting

Using Your Iridium Satellite Service

Q: *How do I* ***remove the message envelope symbol*** *on the screen?*

A: The message envelope symbol ✉ indicates that a new text message has been received. You must check your text messages to ensure that all new messages have been viewed. You may then delete or save any messages, and the envelope symbol should no longer be visible.

Q: *I am* ***not able to receive a signal*** *or I am* ***having problems with call quality****. What should I do?*

A: Ensure that your antenna is fully rotated, locked in place, and that you have a clear view of the sky. Check the signal strength meter; if the signal is weak, move into an open area. If you are inside a building, move next to a window.

Q: *The* ***message envelope symbol is flashing****. What does this mean?*

A: There is not enough memory for you to receive another text message. Follow the instructions under **Text Messaging** to read and delete one or more messages.

Q: ***My SIM card won't work****. What should I do?*

A: Check that the SIM card is inserted correctly, and that the gold surface of the SIM chip is clean. If it still does not work, contact Roadpost customer care from another phone.

Note: *For any other questions, or additional help using your phone, call Roadpost customer care. Dial +1 905 272 5665 - a free call from your Roadpost phone.*

Country Codes

Australia	61	Lebanon	961
Austria	43	Lithuania	370
Belgium	32	Malaysia	60
Bosnia-Hercegovina	387	Malta	356
Bulgaria	359	Morocco	212
Canada	1	Netherlands	31
Chile	56	Norway	47
China	86	Philippines	63
Croatia	385	Poland	48
Czech Republic	420	Portugal	351
Denmark	45	Romania	40
Egypt	20	Russia	7
Finland	358	Saudi Arabia	966
France	33	Singapore	65
Germany	49	South Africa	27
Greece	30	Spain	34
Hong Kong	852	Sweden	46
Hungary	36	Switzerland	41
Iceland	354	Taiwan	886
India	91	Thailand	66
Indonesia	62	Turkey	90
Israel	972	UAE	971
Ireland	353	UK	44
Italy	39	USA	1
Jordan	962	Yugoslavia	381
Kuwait	965	Zimbabwe	263

For a complete list of country codes, please visit www.roadpost.com/support.